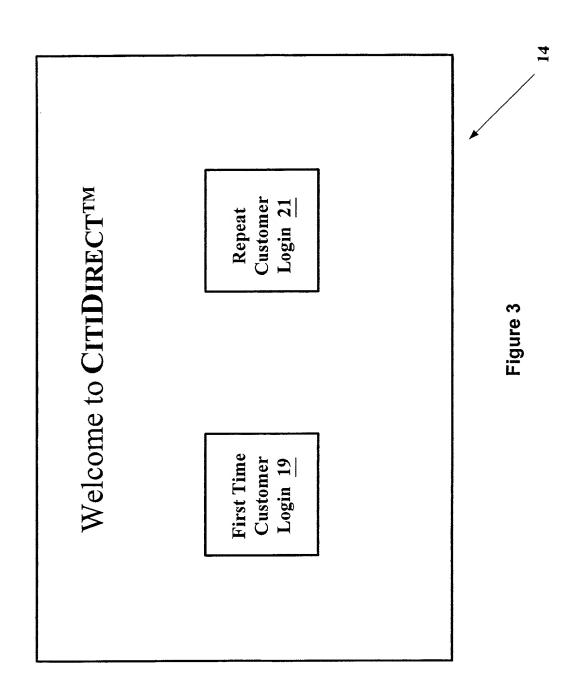


Figure 1

17 CITIALERT the like through the communiction medium of account information, and quotes, interest rates, notification of stock Obtain requested **LOGIN** your choosing **FIGURE 2** Citibank Customer Service 15 Non-Citibank Customer 13 Citibank Customer 11 Representative



CITIDIRECT <sup>TM</sup> Repeat Customer Login	25 ID Name	Figure 4

23

CITIDIRECT <sup>TM</sup>	
First Time Customer Login	
31 Enter Customer's LAST NAME	
33 Enter Customer's ACCOUNT NUMBER	
35 Enter Customer's PIN NUMBER	
(If you have not received a PIN NUMBER, dial 1-800-CITIPIN to have your PIN NUMBER mailed to you)	
37 Enter Customer's ID NAME (Must be at least 8 characters in length)	
39 Enter Customer's PASSWORD (Must be at least 6 characters in length)	
41 Verify PASSWORD	
43 Enter Customer's E-MAIL ADDRESS	

Figure 5

n System	Please notify me:  Instantaneously Hourly Daily Weekly Monthly	CONTINUE	$\overline{02}$
CITIDIRECT <sup>TM</sup> Notification System	through:  e-mail  HTML  Customer Service Representative Mobile Phone Text Messaging  XML  Facsimile  SMS  74	ORT 78	Figure 6(a)
CITIDI	I would like to be notified regarding: (Check all that apply)  Checking Account Balance Savings Account Balance Interest Rates Stock Quotes Credit Specials Credit Specials Other CITIBANK Specials	CREATE REPORT 78	

	502		200
	Day Day Month		
meters	Accunt Acct. No. 2 Savings Account Acct. No. 2 Acct. No. 1 Acct. No. 2 Money Market Acct. No. 2 Money Market Acct. No. 2 Symbol	T 215	(0
Report Parameters	Notification Method  e-mail HTML Pager CSR Mobile Phone Text Messaging XML SMS	GENERATE REPORT 215	Figure 6(b)
Re	mined Reports		
	Predetermined Parameter Repor    Today   Daily   Weekly   Monthly		

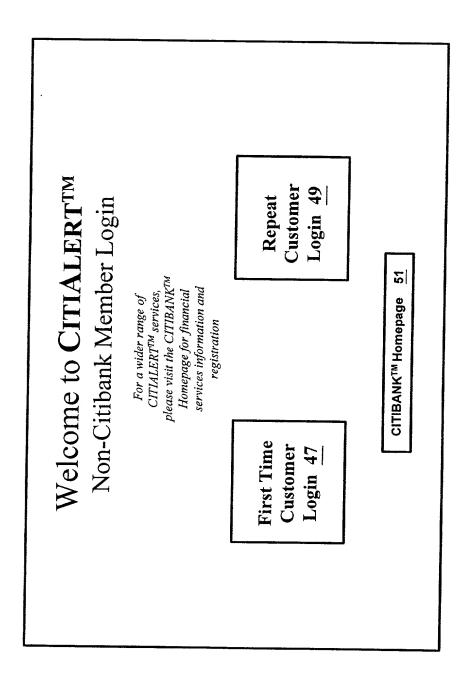


Figure 7

45

CITIALERT <sup>TM</sup> Repeat Customer Login  55 ID Name  77 Password Figure 8	CITIALERT <sup>TM</sup> Repeat Customer Login	55 ID Name 57 Password	Figure 8
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TTIM ner Login			
CITIALERT <sup>TM</sup> First Time Customer Login	<ul> <li>61 Enter Customer's FULL NAME</li> <li>63 Enter Customer's ID NAME</li> <li>(Must be at least 8 characters in length)</li> </ul>	65 Enter Customer's PASSWORD (Must be at least 6 characters in length) 67 Verify PASSWORD	69 Enter Customer's E-MAIL ADDRESS

Figure 9

59

## Please notify me: 86 80 Instantaneously Monthly Weekly Hourly Daily CITIALERT<sup>TM</sup> Notification System 84 Please notify me CONTINUE through: Figure 10 Mobile Phone Text Messaging Facsimile e-mail Pager ] HTML CSR XML SMS (Check all that apply) notified regarding: I would like to be 82 Other CITIBANK Specials Interest Rates Credit Specials Stock Quotes

CITIDIRECT <sup>TM</sup> Customer Service Representative Login	73 CSR Name	Figure 11
Cust	73 CSR Name 75 CSR Numbe	

<b>Apresentative</b>		Please notify customer:  Instantaneously Hourly Daily Weekly Monthly	06
ITIDIRECT <sup>TM</sup> Customer Service Rpresentative Notification System	Number (CIN)	Please notify customer through:	Figure 12
CITIDIRECT	Oustomer's Identification Number (CIN)	Customer to be notified regarding: (Check all that apply)  Checking Account Balance Savings Account Balance Interest Rates Stock Quotes Credit Specials Credit Specials Other CITIBANK Specials	

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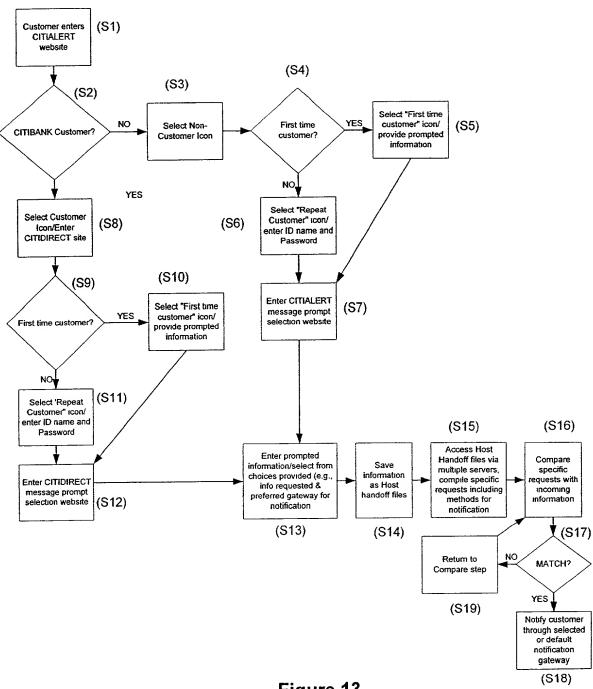


Figure 13